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ABSTRACT

This book offers an introduction to the basic ideas of Total Quality Management (TQM) in education. Chapter 1 contrasts the American model of the bell-shaped curve with the Japanese concept of "kaizen," which is personal dedication to mutual improvement and the heart of TQM philosophy. Chapter 2 provides an overview of the history of the TQ movement in Japan and the United States, and chapter 3 explores some aspects of TQM's philosophical and cultural foundations. The fourth chapter describes how educators use TQM principles and practices to improve all aspects of schooling and teacher training, school systems, community groups, and teacher-student interaction. Guidelines for initiating a TQM transformation, or a customized culture of continuous improvement, are offered in chapter 5. Appendices contain tools for transformation, four approaches to stakeholder-participant roles, Deming's 14 Points as applied to companies and schools, the quality paradigm shift in education, and sources of additional information. (LMI)

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